

**Embassy of the United States of America  
American Citizen Services Branch  
London W1A IAE, England**

**LOST OR STOLEN PROPERTY**

The following information is intended for anyone whose property has been lost or stolen in the London area. We hope that it will help you replace some if not all of your lost or stolen items.

**What to do first**

All cases of loss or theft should be reported to the police as soon as possible, even if there seems little likelihood that the thieves will be arrested or valuables recovered. A police report is necessary if you will be filing an insurance claim to replace the missing items.

The report must be made in person, preferably to the police station in the area where the loss or theft occurred. Ask for the police reference number, and be sure that you have reported the disappearance of the property accurately as either lost or stolen.

We also suggest that you leave a record of your name, permanent address, and a brief description of the lost/stolen items at the Embassy. Money, jewelry, and other valuables are rarely recovered, but identity cards, photos, and empty wallets are occasionally turned in to the Consular Services branch. We do our best to return them to their owners.

**How to replace certain items that have been lost or stolen**

**Airline Tickets**

The loss or theft of tickets should be reported to the airline concerned as soon as possible. Each airline has its own policy for replacing tickets, which in some cases involves the passenger purchasing a full fare ticket home, and pursuing a refund application in the United States. The following telephone numbers may be useful:

American Airlines	0207 365 0777
British Airways	0870 850 9850
Continental	0845 607 6760
Delta Airlines	0800 414 767
Northwest Airlines	08705 074 074
United Airlines	0845 847 7777
US Airways	0845 600 3300
Virgin Atlantic	08705 747 747

**Credit Cards and Travelers Checks**

Call the three national credit-reporting organizations immediately to place a fraud alert on your name and social security number.

The numbers are:	Equifax	1 888 766 0008
	Experian (formerly TRW)	1 888 397 3742
	Trans Union	1 800 680 7289
	Social Security Administration Fraud Line	1 800 269 0271

Report the loss or theft immediately to the firm that issued the card. The following list of telephone numbers may be helpful:

<b>American Express</b>	<b>0800 892 333 (for help with AmEx cards)</b>
	<b>01273 689 955</b>
<b>travelers checks)</b>	<b>0800 521 313 (for help on reporting</b>

Loss can be reported in person to the Credit Card Counter at American Express, 111 Cheapside, London EC2V 6DT, telephone number 020 7367 0101. Their hours are from 9am to 5:30pm, Monday, Tuesday, Thursday and Friday, Wednesday 9:30am to 5:30pm.

<b>Visa International (credit cards)</b>	<b>0800 895 082</b>
<b>Visa (travelers checks)</b>	<b>0800 895 078</b>

<b>MasterCard Global Service (credit cards)</b>	<b>0800 964 767</b>
<b>MasterCard (travelers checks)</b>	<b>0800 622 101</b>

<b>Diners Club</b>	<b>0800 460 800</b>
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#### **Bank of America Travelers Checks**

There is a branch at 5 Canada Square, Canary Wharf, London E14 5AQ, telephone 020 7174 4000.

#### **Citibank/Citicorp Travelers Checks**

There is a branch of Citibank NA located at 332 Oxford Street, London W1N 9AA, telephone number 0800 005 500. For information about lost/stolen credit cards, call FREEFONE 0800 962 488, available 24 hours a day.

#### **Thomas Cook Travelers Checks**

To report lost or stolen Thomas Cook travelers checks, ring FREEFONE 0800 622 101. You may have to complete a form as instructed by the operator. The nearest office of

Thomas Cook from the Embassy is at 1 Marble Arch, London W1H 8DP, telephone 0207 530 7100, open from 8am to 8pm Monday through Sunday.

Missing oil company or department store credit cards should be reported to the U.S. headquarters as soon as possible. These cards are rarely valid outside the USA.

### **Discover Card**

Although there is no Discover representative in the UK, you may call them on 801 902 3100.

### **Channel Tunnel**

Eurostar, Telephone 08701 600 052

### **Driver's License**

Driving without a valid license is not permitted in the UK. To obtain a new license, apply to the Department of Motor Vehicles in the capital city of the issuing State. The Embassy cannot issue a replacement license. You must not drive until you receive your duplicate license. This rule is strictly enforced by the British police, and there are no exceptions. You can drive in the UK using your International Driving Permit.

To obtain a replacement International Driving Permit, apply to the American Automobile Association at 1000 AAA Drive, Mail Stop 28, Heathrow, Florida 32746-5063, telephone number 001 407 444 4240, fax: 001 407 444 3780. Application forms are available at the Embassy.

### **Eurail Pass**

Report the loss or theft to Rail Europe Travel Centre, 179 Piccadilly, London W1. Office hours are 10am to 6pm Monday through Friday and Saturday from 10am to 5.00pm. You must report the loss in person. You can also contact the Telesales Office on 08705 848 848, who will assist. If you are going to purchase a ticket you are advised to obtain insurance.

### **Britrail Pass**

Notify Britrail Travel at the closest Britrail agent or railway station. The closest agent to the Embassy is at First Option, British Visitor Centre, 2 Regent St., London SW1 4XT, telephone number 020-7808-3860, fax number 020-7808-3865. It is helpful if you can prove that you purchased a ticket in the first place, so get a receipt. Also, you must show that you have reported the loss or theft to the police. Depending on the circumstances, a replacement pass may be issued for a fee of £15.00.

### **Passports**

Notify the Embassy's Passport and Citizenship Branch. The telephone number is 020 7499 9000, extension 2560, 2552 or 2572. Office hours are from 8.30am to 11.00 am, Monday through Friday and from 2.00 pm to 4.00pm, Monday and Friday afternoons, except British and American public holidays. You must appear at the Embassy in person to process an application for a replacement passport. Appointments can be made via the Embassy website, [www.usembassy.org.uk](http://www.usembassy.org.uk).

### **Student Card**

New International Student Cards can be issued by the STA Travel at 52 Grosvenor Gardens, London SW1W 0AG, telephone number 020 7881 1280 for a fee of £7.00. Office hours are from 9.30am to 6.00pm Monday, Wednesday, Thursday and Friday, and 10am to 6pm on Tuesday. Weekend hours are Saturday from 10am to 5pm, and Sunday from noon to 5pm. The general telephone number for STA Travel is 08701-600-599.

Applicants must present a valid, dated ID card from the American university where they are currently enrolled. If this is not available, request a letter or telegram from your university, confirming you are a full-time student enrolled at an accredited institution and matriculating towards a diploma or degree, for presentation to the STA Travel.

### **Telephone Credit Card**

Lost or stolen AT&T credit cards - call toll-free from the UK on 0800 890 011.

### **London Transport Lost Property Office**

The Transport for London Lost Property Office (LPO) is located in Baker Street, near the entrance to Baker Street Underground Station. Office hours are 9:30am to 2pm Monday to Friday.

LT Lost Property Office  
200 Baker Street  
London NW1 5RZ

**Tel: 020 7486 2496**

### **Precautions against further theft**

While the following advice will be superfluous to anyone who has just had all his/her belongings stolen, it may be useful on your next trip abroad. Friends and acquaintances planning to travel overseas may also find these suggestions helpful:

1. Safeguard your money by buying travelers checks. Do not cash them all at once - that defeats the object of purchasing them at all. Only cash as much as you need for the foreseeable future, and keep a record of the check numbers you have used.
2. Most travelers check companies ask to see the purchase receipt if you file a refund claim. Keep it separately, NOT in the same wallet, handbag or purse as the travelers checks themselves.
3. Whenever possible, leave valuable items such as jewelry, travelers checks, credit cards, airline tickets and cash not immediately required in the hotel safe. Remember to obtain a receipt for the property you have deposited. You will find Safe Deposit centers listed in Yellow Pages.
4. Leave a list of your passport, credit card and travelers check numbers with a friend or relative whom you can contact easily in an emergency.
5. Take out travel insurance to cover the expense incurred by loss or theft of your belongings overseas. Carry details of the policy with you and leave a copy with a friend or relative.
6. Do not leave baggage in an unguarded car at any time.

### **W A R N I N G**

Many visitors to London have their pockets picked, purses snatched, or valuables stolen by pickpockets and other petty thieves who frequent rail and underground stations, major shopping streets, restaurants, department stores and other crowded areas. During the past year, approximately 3,000 Americans have come to the Embassy to obtain replacement of lost or stolen passports. You can reduce the possibility of this happening to you by taking the following precautions.

\* Do not leave luggage or handbags unattended anytime, anywhere, particularly in rail and tube stations, hotel lobbies and airport terminals.

\* Do not carry with you more money than you are likely to need when shopping or sightseeing. Leave valuable items, such as passports, airline tickets, jewelry, credit cards and cash not immediately needed, in the safe of your hotel.

\* Items of sentimental value, such as family photographs, and difficult to replace items, such as driver's licenses, social security cards and address books, should also be left at one's hotel, although not necessarily in a safe.

- \* It is best to leave your passport in the hotel safe. It need not be carried unless you are going to cash travelers checks. Then it should be kept separately from one's wallet or handbag. This may not be feasible for women, but men, whose passports are sometimes lost when a wife's handbag is snatched, should carry their passports in a front trouser or jacket pocket. Thieves are seldom interested in passports alone.
- \* Purses or handbags should be kept securely fastened and shoulder bags should be held against the body. Wallets should be carried in a front trouser pocket. Consider using a money belt.
- \* Women's handbags are particularly at risk in crowded restaurants when placed on the floor next to the chair or under the table, or when hung over the back of a chair. Thieves are quite adept at removing these bags if you do not actually have hold of them or if you have left them while visiting the buffet or salad bar.
- \* Don't leave purses and handbags, or men's jackets containing wallets, unguarded while making purchases or trying on clothing in stores. A moment's carelessness is all that a thief requires.
- \* Do not leave baggage's or other valuable items in an unguarded car at any time, and certainly never at night. A locked car trunk can easily be broken into and often is.
- \* We hope these hints help you to avoid having your visit here marred by the loss of your money and valuable documents.

### **General Policy to Replace Lost/Stolen Airline Tickets**

In general, most airlines will replace lost or stolen paper tickets on the return leg of a round trip. However, the passenger will need to appear in person at the ticket desk at the airport to fill out a form. Most airlines charge a fee of at least \$100 to replace a paper ticket.

**American Airlines**

Personal visit only. Ticket counter at Heathrow Terminal 3 is open daily 6am-7.30pm. The ticket counter at Gatwick Airport is open 7am-2pm.

Completion of a lost ticket application form is required. There is a \$100.00 fee.

For all other information for American Airlines, call 020-7365-0777.

**British Airways**

Travel Store at 213 Piccadilly, London W1J 9HQ, telephone 020-7434-4700. Hours are 9.30am-6.00pm on weekdays and 10am-5pm on Saturday.

For information on general reservations call 0870-850-9850.

Completion of an Indemnity Form required, giving details of the ticket. Will be replaced at any BA office, must also be witnessed by a BA employee or member of the ticket agency. Current fee is £25.00.

**Continental**

Walk in at Gatwick only, open 6:30am to 12:30pm, Monday to Sunday. Ticket office numbers are 01293 820 636 and 01293 776 464.

Completion of a Lost Ticket Application Form. NO REPLACEMENT WILL BE ISSUED. Purchasing a new ticket is required and a refund will be granted at the place the original ticket was bought. A FULL REFUND MAY BE MADE ONLY IF FULL DETAILS ARE KNOWN, but don't rely on it. There is a \$100.00 administrative charge or sterling equivalent.

**Delta Airlines**

City Ticket Office: Walk-in only at 10 Warwick Street, London W1B 5LZ, telephone 0800 414 767. Open 9am-5pm weekdays.

Completion of Lost Ticket Application Form. MUST be able to give full details of lost ticket, i.e. number, date, place of purchase, etc. Delta will replace only confirmed return flights. There is a \$100.00 charge. Brand new tickets or open return tickets will not be replaced.

**Northwest Airlines**

Ticket counters at Gatwick and Heathrow Airports. Walk in service only.

Lost Ticket Refund Application Form must be completed at Northwest ticket agent office. Purchase of a new ticket may be

required. Stolen tickets must be accompanied by a police report. There is a \$100.00 charge and a 90-100 day wait for the process of refunds.

**United Airlines**

Walk-in only at airport ticket counters. Reservations on 0845 847-7777.

Completion of a loss of indemnity form. There is a \$100.00 administrative fee for re-issuance of lost/stolen ticket.

**Virgin Atlantic**

Gatwick Airport 08705 747 747 or 0870 380 2007 (reservations).

Indemnity Form has to be completed. A new ticket will be issued only upon presentation of a police report.